

MAQ Software

Bring the Power of AI to Data Visualization

About Us

MAQ Software delivers innovative software solutions for many, including Fortune 500 companies. Using the latest agile engineering techniques in a focused and disciplined manner, we accelerate software initiatives that enable our customers to transform their industries, whether that be technology, retail, energy, or even healthcare. We specifically focus on Data Analytics, Artificial Intelligence (AI), Machine Learning (ML), Data Modernization, Reporting & Visualization, Business Applications, Modern Apps, and Cloud Services at our four state-of-the-art engineering centers located in Washington state in the U.S. and India. Through this, we help our clients build stronger customer relationships, drive sales, identify new opportunities, and analyze marketing results.

Our customers consistently recognize us for providing quality architecture and governance frameworks, implementing best practices to optimize reports, and building team capability through training programs. The daily software updates they receive, the agile practices we implement, the domain expertise we leverage, and the feedback we quickly act on are just a few other elements our customers benefit from.

AI and ML Expertise

We have helped our clients in different industries by implementing AI and ML solutions that drive measurable business outcomes. An instance of our work involved assisting a global technology company that receives approximately 15 million customer support tickets annually. By creating a solution that predicts the level of risk associated with each ticket and automatically prioritizing them, our clients were able to alleviate a backlog of 10 million tickets and handle new ones more efficiently.

Our expertise is also exemplified by our proprietary product, the "Text Analytics Engine". This innovative tool analyzes and visualizes text data from a wide range of customer channels, such as social media comments, surveys, support systems, and event feedback—specifically designed for teams and leaders in customer support, sales and marketing, UI/UX, and event planning.

Microsoft Specializations

- 1 AI and Machine Learning on Microsoft Azure
- 2 Analytics on Microsoft Azure
- 3 Data Warehouse Migration to Microsoft Azure
- 4 Cloud Security
- 5 Microsoft Low Code Application Development
- 6 Modernisation of Web Applications to Microsoft Azure

Our Services



Customer Analytics

Transform customer communication into actionable insight with advanced analytics. We offer a wide array of sentiment, media, and text analytics solutions.



Forecasting

Predict where your business will be in the future based on where it is now. Time modeling enables you to identify key growth opportunities.



Framework and Models

Take the next step into data analytics with a custom ML model trained on your data. Our replicable frameworks make deployment quick and easy.



Predictive Risk Analytics

Effectively allocate your resources with an automated prioritization system. Address high-risk, high-impact items first to resolve issues faster.

AI and ML Achievements

- ▶ Created a custom-built emotional analyzer that will evaluate real-time emotions from facial expressions.
- ▶ Created a machine learning model that reduced customer support time by recommending results from previously resolved customer requests.
- ▶ Created a model that reduced the duration of new employee training.
- ▶ Implemented a CatBoost algorithm that uses machine learning to prioritize tickets based on risk probability.

